



City of Seattle  
Edward B. Murray, Mayor

**Human Services Department**  
John Okamoto, Interim Director

## HSD's Outcomes Framework: Results-Based Accountability

### Information for HSD Funding Opportunities:

The Seattle Human Services Department (HSD) has developed a strategy for results-based accountability and addressing disparities to ensure that the most critical human service needs are met by:

- **DEFINING** the desired results for the department's investments;
- **ALIGNING** the department's resources to the desired results; and
- **MONITORING** the result progress to ensure return on investment.

The results-based accountability "Outcomes Framework" helps HSD move from ideas to action to ensure that our work and investments are making a real difference in the lives of vulnerable people. The following service division goals and the results that would indicate success have been established based on identified community values.

HSD Service Division	Goal	Results
<b>Youth and Family Empowerment</b>	<i>Children and youth are prepared for school and life</i>	<ul style="list-style-type: none"><li>• Children and youth achieve <b>academic success</b></li><li>• Children and youth are <b>healthy</b> (physical, social, emotional)</li><li>• Youth effectively <b>transition to adulthood</b></li><li>• Families are <b>strong, healthy and stable</b></li></ul>
<b>Community Support and Assistance</b>	<i>Our community is safe, stable and self-reliant</i>	<ul style="list-style-type: none"><li>• Individuals and families are <b>safe and have healthy relationships</b></li><li>• Individuals and families are <b>financially stable</b></li><li>• Individuals and families have <b>stable housing</b></li><li>• Individuals and families have <b>access to healthy food</b></li></ul>
<b>Aging and Disability Services</b>	<i>Our community promotes healthy aging and lifestyle</i>	<ul style="list-style-type: none"><li>• Vulnerable adults have <b>affordable, quality healthcare</b></li><li>• Vulnerable adults have their <b>basic needs met</b></li><li>• Vulnerable adults <b>improve or maintain their health</b> (physical, social, emotional)</li><li>• Vulnerable adults <b>remain independent</b></li></ul>

HSD's **Theory of Change** ensures that data informs our investments – particularly around addressing disparities – and shows the logical link between the desired results, indicators of success, strategies for achieving the desired results, performance measures and equity target(s). All investments resulting from HSD's funding opportunities will demonstrate alignment with HSD's theory of change.

